

Fig.

Requestee	Request Contents	Access Requester	Status of Requestee	Process
		user D	Routine	Permit
A			Busy	Inquire
	Chatting in a	Boss	Any Time	Permit
		Friend	Routine	Permit
	Private Channel	•	Busy	Deny
		Hobby = Climbing	Routine	Permit
			Busy	Inquire
		Others	Any Time	Inquire
	Entering Channel #foo	user B	Any Time	Inquire
		user C	Any Time	Permit
		Post = Patent	Any Time	Permit
			i :	

Fig. 2

Requestee	Requester	Attribute
user-A	user-B	Supervisor
	user-C	Friend
	user-D	Colleague
	:	:
user-B	:	
L		

Fig. 3

User	Busyness Level	Whereabouts	Contact Address	Permit/Deny Forwarding
user-A	Busy	At Desk	A@fujitsu.co.jp.	Permit
user-B	Busy	Conference Room	<#foo> user=B	Deny
user-C	Routine	At Desk	03-444-555	Permit

Fig. 4

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Hobby	Climbing	Tennis		db@fujitsu.co.j	•••	
Sex	db@fujitsu.co.jp.	Female	Male	db@fujitsu.co.jp.		
Age	31	43	34	db@fujitsu.co.jp.		
Tel No.	01-222-3333	02-333-4444	03-444-5555	db@fujitsu.co.jp.	•••	
mail address	A@fujitsu.co.jp.	B@fujitsu.co.jp. 02-333-4444	C@A.co.jp.	db@fujitsu.co.jp. db@fujitsu.co.jp. db@fujitsu.co.jp. db@fujitsu.co.jp. db@fujitsu.co.jp. db@fujitsu.co.jp.	•••	
Department	db@fujitsu.co.jp. A@fujitsu.co.jp. 01–222–3333	Patent	Public Relations C@A.co.jp.	db@fujitsu.co.jp.		
Company Name	Fujitsu	Fujitsu	A Co.	Fujitsu	•••	
Name	user-A Taro Fujitsu	user-B Hanako Fujitsu	user-C Jiro Akashi	user-D Saburo Akashi		
User	user-A	user-B	user-C	user-D		

Fig. 5

Settings Screen Communication Request Requester When a request for Private Chat comes from User – B and your status is Routine then Internet Phone		In this screen you	you configure how communication requests to you will be handled.	munication re	quests to you w	ill be handled.		
for Private Chat comes from User - B and your status is Routine then E internet Phone		Settings Screen	Communication Req		equester	Å	our Status	Process
Internet Phone Friend Busy Process Message Supervisor Any Time I. New Item New Item New Item I. Prev. Settings Display Screen Requester Your Status Process Comm. Request Requester Your Status Process Private Chat User - B Normal Authorized Supervisor Supervisor Inquire				comes from		our status is	Routine	
Message Supervisor Any Time In New Item			Internet Phone		Friend	.	Busy	Permit
Prev. Settings Display Screen Comm. Request Requester Your Status Process Private Chat User - B Busy Inquire Supervisor			Message	S	upervisor		Any Time	Inquire
Prev. Settings Display Screen Comm. Request Requester Your Status Private Chat User - B Busy Supervisor	Nwo		New Item		lew Item		New Item	New Item
Requester Your Status User – B Normal Busy Supervisor	sr	11	play Screen					
User – B Normal Busy Supervisor			Comm. Request	Re	quester	Your State	Sr	Process
Busy			Private Chat	Š	er - B	Normal		Authoriże
Supervisor						Busy		Inquire
				<i>S</i>	pervisor			

Fig. 6

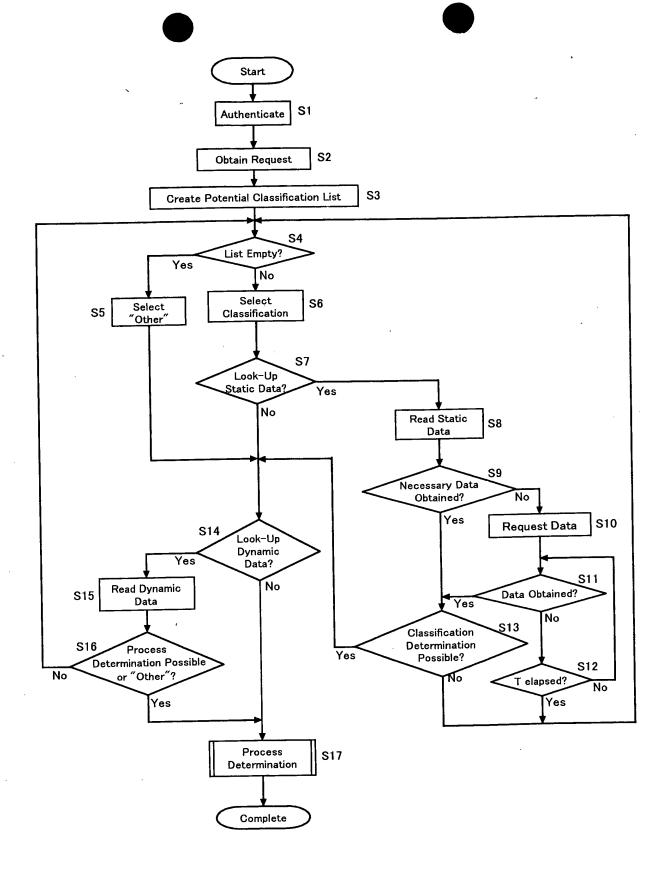


Fig. 7

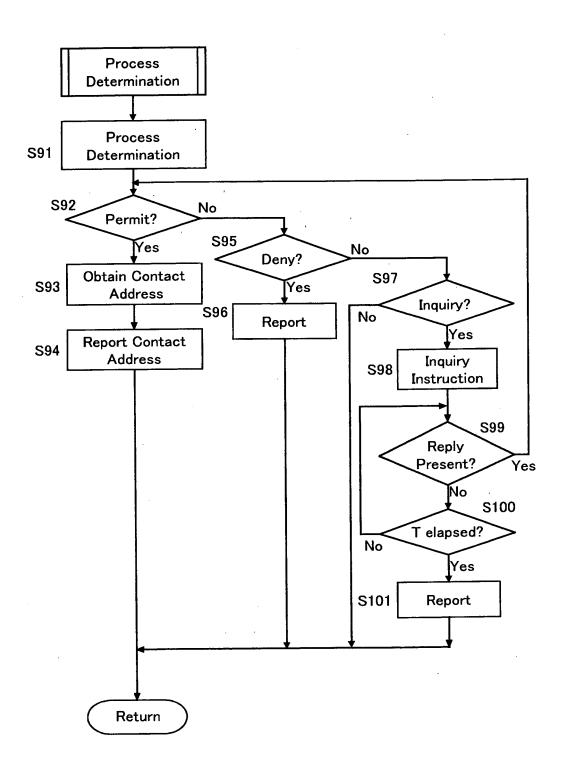


Fig. 8

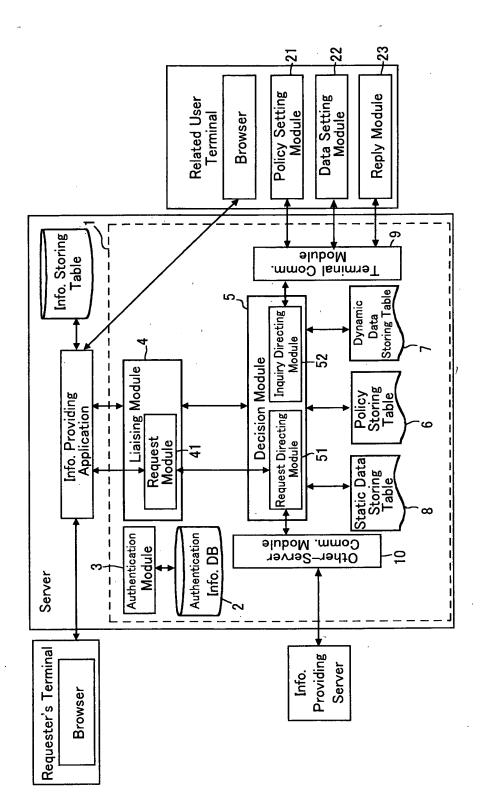


Fig. 9

Object of Request	Info. Requester	Status of Related User	Provision Info. Pointer
	User-B	Can Respond	URL1−a
URL 1	(Priority Customer)	Others	URL1-b
	customer classification =	Can Respond	URL1−a
	Normal Customer	Away from Seat	URL1-c
		Responding to Another User 1	URL1-d
		Responding to Another User 2	URL1-c
	Company Name = Fujitsu	Can Respond	URL2-a
URL 2		Away from Seat	URL2-b
	Company Name = Fujitsu	Can Respond	URL2−a
		Away from Seat	URL2-b

Fig. 10

Object of Request	User	Attribute
URL 2	user-A	Customer
:	:	:

Fig. 11

Object of Request	Related User	Busyness Level
URL 1	user-A	Can Respond
URL 2	user-G	Away from Seat
	user-H	Can Respond
	:	

Fig. 12

User	Requester	Disclosure Level
user–A	Friend	level 1
	Company Name= Fujitsu	level 3
	Others	level 5
:	:	:

Fig. 13

	User 1	User 2	Group X	Group Y	• • •
File A	read	read/write	read		•••
File B	read/write			read	
File C		read	read	read	
		·			

Fig. 14